



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
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TRICARE  
MANAGEMENT ACTIVITY

PRD

CHANGE 5  
6010.51-M  
NOVEMBER 27, 2002

PUBLICATIONS SYSTEM CHANGE TRANSMITTAL  
FOR  
TRICARE OPERATIONS MANUAL (TOM)

The TRICARE Management Activity has authorized the following addition(s)/revision(s) to 6010.51-M, reissued August 2002.

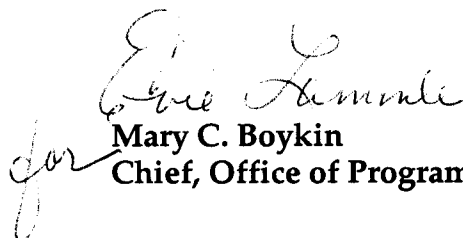
**CHANGE TITLE:** CONSOLIDATED

**PAGE CHANGE(S):** See pages 2 and 3.

**SUMMARY OF CHANGE(S):** See pages 4 and 5.

**EFFECTIVE DATE AND IMPLEMENTATION:** Upon start of Health Care Delivery.

This change is made in conjunction with Aug. 2002 TPM, Change No. 4; Aug. 2002 TRM, Change No. 4; and Aug. 2002 TSM, Change No. 4.

  
for Mary C. Boykin  
Chief, Office of Program Requirements

ATTACHMENT(S): 110 PAGES  
DISTRIBUTION: 6010.51-M

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## **SUMMARY OF CHANGES**

Throughout this change, catchment area was changed to Prime service area and TNEX was changed to MCSS, as appropriate.

### **CHAPTER 1**

1. Section 3, page 8. Clarified the date of receipt.
2. Section 3, page 9. Revised language for the date of receipt.
3. Section 4, pages 1 and 2. Clarified language for the zip code files.
4. Section 8, page 6. Added language for the processing of Non-Network Claims.
5. Section 8, pages 8 through 11. Revised language for Benchmark Testing.

### **CHAPTER 2**

6. Section 2, page 13. Corrected the disposition of HIPAA Control Records.
7. Section 5, page 2. Corrected the size of the standard-size record box.

### **CHAPTER 6**

8. Section 2, page 2. Changed working days to calendar days.

### **CHAPTER 8**

9. Section 6, page 4. Added language for processing claims that are missing the provider's number.

### **CHAPTER 12**

10. Section 7, page 2. Removed language in regards to providing information via the telephone to the beneficiary concerning TRICARE participating providers.

### **CHAPTER 13**

11. Section 1, page 5. Clarification added in regards to reprocessing of claims and preadmission/preprocedure requests.
12. Section 4, page 5. Corrected the time frames for contractor determinations.

## **SUMMARY OF CHANGES (Continued)**

### **CHAPTER 13 (Continued)**

13. Section 6, page 2. Clarification added in regards to contractor determinations reversed by the appeal process.

### **CHAPTER 15**

14. Section 3, page 6. Removed “drug utilization review”.

### **CHAPTER 22**

15. Section 5, page 4. Added language for the processing of Non-Network Claims.
16. Section 5, pages 6 through 9. Revised the language in regards to Benchmark Testing.

### **CHAPTER 23**

17. Section 1, page 1. Correct spelling of contact.
18. Section 1, page 2. Changed the title from Network Development to Support of TRICARE Providers.
19. Section 1, page 3. Added reference.
20. Section 1, page 4. Removed the word, nevertheless.

### **APPENDIX A**

21. Page 38. Added a definition for TRICARE Prime Service Area.

